



2019/20 AWAY SUPPORTERS GUIDE

MIDDLESBROUGH FOOTBALL CLUB





WE WOULD LIKE TO WELCOME YOU TO

MIDDLESBROUGH FOOTBALL CLUB

We are into our 24th season at the Riverside Stadium after moving from Ayresome Park in 1995.

MFC prides itself on being a family orientated club for both home and away fans. In 2014 we were named the Football League Family Club of the Year, at one of the Football League's most prestigious awards.

The Middlesbrough FC Visiting Supporters' Guide has been designed to help you get the most out of your visit and find your way to, in and around the Riverside Stadium.

We would like to thank you for your visit and hope you enjoy your time with us on Teesside.

Yvonne Ferguson

Head of Supporter Services
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MFC Core Values | Humility - Respect - Honesty

60-61





TRAVELLING TO THE RIVERSIDE STADIUM

We have put together a range of recommended routes to the Riverside Stadium, to help you plan your trip to Teesside.



CAR

The postcode for the Riverside Stadium is TS3 6RS. A sat nav will lead you to the ground. Please be aware that there will be road closures before and after the game surrounding the Riverside Stadium.

ROUTES INTO MIDDLESBROUGH BY ROAD

From the North

Approaching Middlesbrough on the A19, cross over the River Tees and take the A66 eastbound towards Middlesbrough town centre. Stay on the A66 past the town centre and follow signs to the stadium, which you will see on your left.

From the South

Leave the A1 (M) at junction 49, signposted to Teesside, and join the A168, which after approximately 11 miles will become the A19. Approximately 19 miles later take the A66 eastbound towards Middlesbrough town centre. Stay on A66 past the town centre (on your right) and follow signs to the stadium, which you will see on your left.

From the West

Leave the A1(M) at junction 57 onto the A66(M). Follow signs to Teesside on the A66. In approximately 18 miles you will pass Middlesbrough town centre (on your right) and follow signs to the stadium, which you will see on your left.



TRAVELLING TO THE RIVERSIDE STADIUM

PARKING



Car Parking

Matchday Parking at the Stadium is only available to permit holders. Both home and away fans are able to purchase permits by calling the ticket office on 01642 929421 (subject to availability).

If you do not have a permit, you are advised to use town centre parking. The town has 3558 long stay parking spaces, which give you plenty of options to leave your car whilst watching the match. You are advised to use the town centre car parks as enforcement action will be taken against cars parked illegally or unsafely in areas around the stadium.

For further details on where to park on a matchday please visit <https://www.middlesbrough.gov.uk/parking-roads-and-footpaths/parking-permits-and-penalty-charge-notice/middlesbrough-town-centre-parking-map>



Coach Parking

Visiting coaches and minibuses are advised to park in car park D at the stadium. Access to this car park is from The Leeway. Coaches will be directed by MFC Stewards. The price of coach parking is £20 per coach and £10 per minibus. Parking is directly outside the visitors' turnstiles.



Road Closures

Please note that a road closure operates before and immediately after the game to allow pedestrians to arrive and leave the Riverside safely. Road closures are likely to be in place for up to 45 minutes before kick off and up to 30 minutes after the final whistle.



TRAVELLING TO THE RIVERSIDE STADIUM



By Rail

Middlesbrough Station is located on Albert Road which is a 10 to 15 minutes' walk from the Riverside. TransPennine Express and Northern Railway both operate through Middlesbrough Railway Station with direct services to and from York, Leeds and Manchester. Connecting services run to Eaglescliffe (Grand Central) and Darlington (Virgin East Coast) which are on the main routes to London and around the country.

How to reach the Riverside on foot from the railway station:

Exiting the station on to Bridge Street West, turn right and cross Albert Road. Follow Bridge Street East to the junction with Windward Way. Stay on Winward Way, eventually passing the Hudson Quay development on the left, and continue on under the bridge to the Riverside Stadium.

By Bus



Middlesbrough Bus Station is located with a 25 minute walk to the Riverside Stadium. It is served by coach services departing from and to many major cities throughout England.

Buses operate from Middlesbrough town centre. Please note there is no bus service directly to the Riverside Stadium.

How to reach the Riverside on foot from the bus station:



Leave the bus station via the Middlesbrough Cycle Centre exit on to Newport Road. Turning right, walk down Newport Road and turn left at Debenhams on to Linthorpe Road. Continue to the end of the road, cross over Wilson Street, and continue straight on. Walk through the railway underpass and up on to Bridge Street West. Turn right and walk down the road, crossing Albert Road on to Bridge Street East. Follow Bridge Street East to the Junction with Windward Way. Stay on Winward Way, eventually passing the Hudson Quay Development on the left, and continue on under the bridge to the Riverside Stadium.

There are a number of Arriva and Stage Coach Services that drop off in North Ormesby.



TRAVELLING TO THE RIVERSIDE STADIUM



By Air

Travelling fans from all over the world can fly into Leeds Bradford airport, which is just over an hour's drive from the Riverside Stadium. Newcastle airport welcomes fans from across Europe, and is just over an hour's drive away. Middlesbrough's closest airport is Durham Tees Valley airport, which offers connections via Amsterdam and cities across the world.

Durham Tees Valley Airport

12 miles away

Newcastle Airport

47 miles away

Leeds Bradford Airport

62 miles away



FAMILY TICKETS

Family Tickets

The Club's award winning **Generation Red Family Zone**, supported by Everyone Active, occupies a large section of the East Stand concourse, which has been transformed into a colourful and exciting family activity area packed with fun features.

Open every home matchday as follows:

■ 3.00pm KICK OFF	12.30pm
■ 12.00 noon KICK OFF	10.00am
■ 12.30 pm KICK OFF	10.30am
■ 1.30 pm KICK OFF	11.00am
■ 2.15 pm KICK OFF	11.45am
■ 4.00 pm KICK OFF	1.30pm
■ 4.30 pm KICK OFF	2.00pm
■ 5.30 pm KICK OFF	3.30pm
■ 7.45 pm KICK OFF	6.30pm
■ 8.00 pm KICK OFF	6.30pm

Single tickets are not available in this area and tickets need to be purchased in small groups of one adult or over 65 up to a maximum of three under-18s.



AWAY FANS TICKETING INFORMATION

Tickets

Tickets for away supporters should be purchased through their own club. The away team's club will receive an allocation of tickets to sell and the seating details will be shown on the ticket.

If the away supporters ticket allocation has not been sold out before the day of the game, tickets may be on sale for visiting supporters on the day of the match at the Visitors Ticket Office located in the South East Corner which is adjacent to the visitors' turnstiles. Sales are cash only and there is no price increase on the day of the game.

Ticket Collections

With regards to any duplicate ticket requests, the MFC ticket office must be informed by the visiting club's Ticket Office Manager. If a supporter misplaces a ticket they must contact their own club who will authorise Middlesbrough to assist. Duplicate tickets will not be issued without authorisation from a representative of the visiting club. Duplicate tickets will be available from the Visitors' Ticket Office.

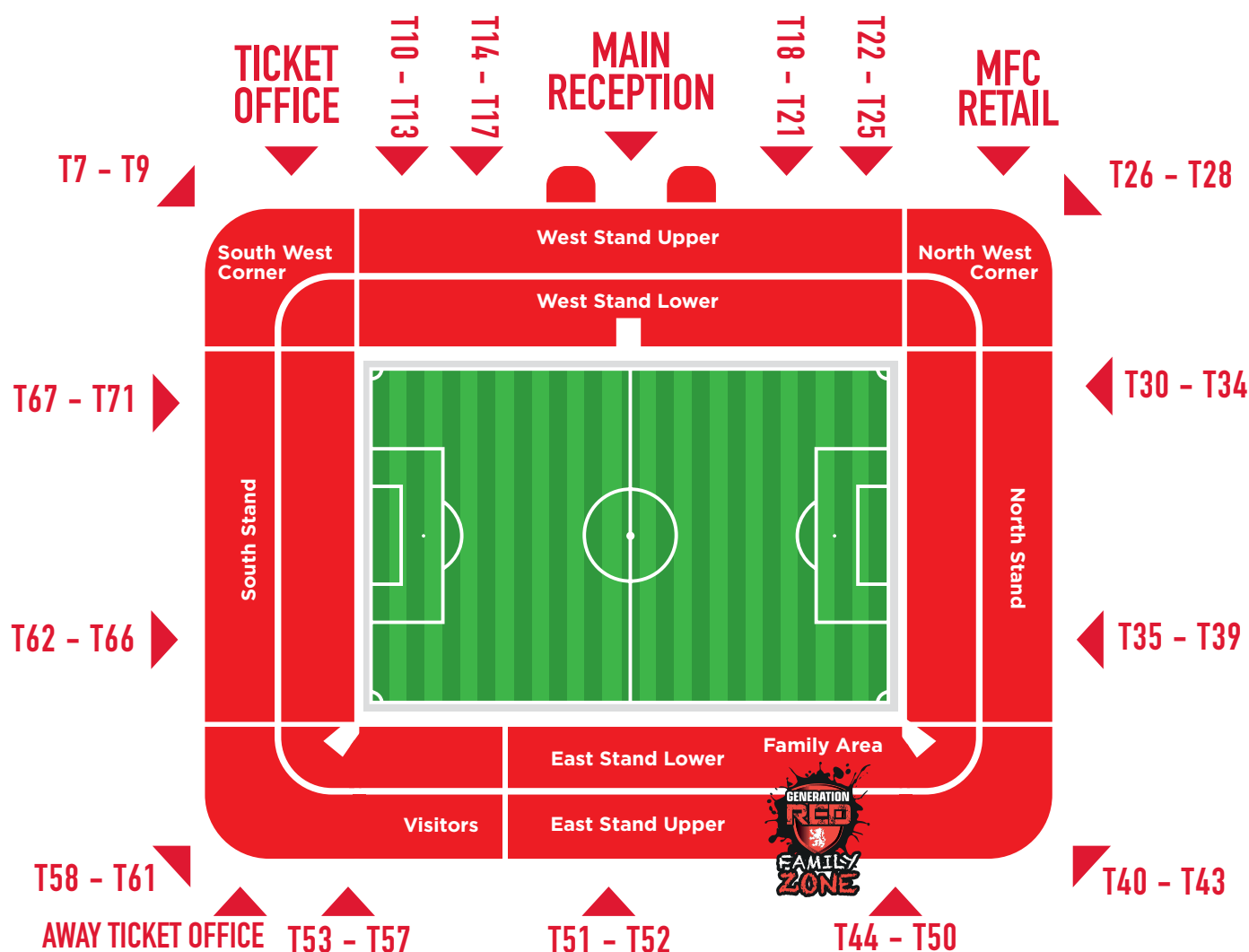
Any visiting supporter that attempts to use a match ticket that has been cancelled will be refused entry to the Riverside Stadium.

For any further information on ticketing queries we recommend that you call the **Middlesbrough Football Club Ticket Office on 01642 929421.**



AWAY FANS VISITING THE RIVERSIDE

The away supporter section is located in the East stand of the Riverside Stadium and can be accessed through **turnstiles 53-61**.



The turnstiles open 90 minutes prior to kick off for lunch time and afternoon matches. Open at 6.30 pm for all evening kick offs.

Supporters can be searched prior to entering the stadium. Thorough searches will be carried out by MFC stewards at the turnstiles.

Any supporters found with prohibited items in their possession may be arrested. Copies of the Ground Regulations are displayed at the turnstiles and can be found on line at www.mfc.co.uk.



FOOD AND DRINK FOR AWAY SUPPORTERS

Fanzone

Visiting supporters are invited to our FanZone which opened in August 2019. The FanZone is situated at the front of the Riverside Stadium near the Ayresome Park Gates.

A variety of drinks and food are available, along with entertainment by local artists before and after the game. BBC Tees Gary Philipson is our FanZone comperes and Neil Maddison is our pre match analyst.

After the final whistle we are joined by an ex-player to give their post match analysis.

Throughout the matchday there are competitions and giveaways were both home and away supporters can win football related prizes.

Away End

There are five concessions in the away end for visiting supporters in the Riverside Stadium supplying hot and cold drinks including alcohol. We also offer an extensive food range including burgers, pies, pizzas and a local delicacy called a parmo – a breaded chicken escallop topped with béchamel sauce and a generous portion of cheese.

Alongside the food kiosks and bars we also offer visiting supporters a super-efficient standalone Bottom's up Beer unit solely for those fans only wanting a fast poured pint of Fosters.

Our payment options include Credit & Debit cards including contactless payment at the majority if the away locations. Please be aware there are no cash machines located at the stadium. *Excluding Amex.



MATCHDAY AT THE RIVERSIDE

During the match

We ask that all supporters remain seated throughout the match and do not block the aisles. Any supporter whom attempts to disrupt play, at any time, will be ejected from the stadium and may be arrested. This also applies to supporters identified to be throwing items on to the field of play or into the home supporter areas. Any visiting supporters identified within the home section will be ejected from the stadium.

Discriminatory behaviour which includes, shouting chanting or actions such as racist, sectarian, homophobic, sexist or anti-disability behaviour is unacceptable. If you witness incidents like these please contact the nearest steward and report your concerns. This will help us act on any information given as quickly as possible.

Smoking

Smoking and the use of electronic cigarettes (and/or similar products) is not allowed at the Riverside Stadium. However, we have introduced a smoking area for visiting supporters. The area is accessible from 5 minutes prior to the half time whistle to 5 minutes after the second half commences. There is a total time of 25 minutes for visiting supporters to take advantage of the smoking zone.

Alcohol must not be taken outside and supporters must stay within the barriers. We will issue vouchers for people as they step outside the stadium doors and they must surrender these to return into the concourse.



MATCHDAY AT THE RIVERSIDE

Information for fans with Disabilities

We offer eight pairs of disabled bays on our wheelchair viewing area within the visitors section. We also offer front row seating for disabled supporters. These tickets will be forwarded to your Club for you to purchase directly. Wheelchair and carer, along with Visually Impaired tickets, are sold on a two-for-one basis at the normal price for the available stand (carer goes free). There are five spaces available for visiting disabled supporters, which can be booked by telephone on 01642 929421.

Matchday Special Requests

Assistance Dogs

Our Club does everything possible to assist those supporters with assistance dogs. Due to the design of the stadium, we are only able to accommodate supporters with assistance dogs on our front row seating. This service is only available by booking in advance via our Accessibility Liaison Officer, on 01642 757691.

Temporarily Disabled Supporters

Any supporter suffering from a temporary disability, which could affect their ease of access while at the stadium, must contact the ticket office on 01642 757691 before the match so their seats can be relocated to an area which is more accessible to them. The relocation will be subject to availability, so please contact us at least a week in advance of the match if possible.

Facilities

Accessible Toilets

These are situated in each stand and you will need a Radar key to access them.

Epilepsy Warning

Flashing lights operate in this venue on matchdays. This is usually shortly before and after kick off. If you experience epileptic seizures when viewing flashing lights, this light show may affect you. Please seek assistance from the nearest steward if you feel unwell.



OTHER USEFUL INFORMATION



MFC Retail

MFC Retail is situated on the North West Corner of the Riverside Stadium.

Opening Times:

- Monday – Saturday 9am – 5pm
- Saturday Matchday 9am – 3pm (open for one hour after the game)
- Sunday: Closed

Visiting supporters are more than welcome to browse around our official store both before and after the game. There are no ATMs around the stadium, but the official store offers 'Cash Back' on a matchday. Please also visit our online store at www.mfcdirect.co.uk with a range of options from Click & Collect, next day delivery and shipping to all over the world.

MFC Website & Apps



Our website address is www.mfc.co.uk and provides up to date news and information throughout the week and on a matchday. Our Club's social media channels are also a useful point of information which include [Facebook](#), [Twitter](#), [Instagram](#) etc. These are particularly useful on a matchday.

Our Club's App "Official Middlesbrough FC App", is another point of reference and provides up to date matchday information including team news, straight to your mobile device. The App is available via the [App Store \(iPhone\)](#) or [Google Play \(Android\)](#).



OTHER USEFUL INFORMATION

Matchday Programme

The matchday programme #UTB is available to purchase at the ground. The programme is priced at £2. Programmes are available at the MFC Official Store, situated in the North West corner of the stadium. On a matchday there are programme sellers situated inside and outside the stadium.



Local Radio Station

BBC Tees is available on 95.5 FM and has exclusive coverage of each home and away Premier League games.

Staying Over



Rockliffe Hall

Official Gold Partners of the Club, enjoy luxury at its best at five star Rockliffe Hall Golf & Spa Hotel, situated on the County Durham and North Yorkshire border in the North East of England for more information visit www.rockliffehall.com or for reservations contact **01325 729999** Sat Nav: **Hurworth Place DL2 2DU**

In-stadia betting

There are betting facilities available within the stadium for both home and visiting supporters.

Lost property

Any property found within the stadium will be recorded at main reception. If any supporters find any lost property this should be handed in to the nearest steward. Supporters can contact main reception on 01642 929420.



OTHER USEFUL INFORMATION

Diversity & Social Inclusion

Middlesbrough Football Club is committed to promoting equality by treating people fairly and with respect; by recognising inequalities exist; by taking steps to address them; and by providing access and opportunities for all members of the community.

Middlesbrough Football Club's commitment is to eliminate discrimination of the basis of age, sex gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, or sexual orientation.

We will ensure that we treat people fairly and with respect, and that we will provide access and opportunities for all members of the community to take part in, and enjoy, our activities.

The content of this statement applies equally to the treatment of our staff, customers, supporters, clients, partners and suppliers and is fully supported the Executive Management Committee of Middlesbrough Football Club. A copy of our Club's policy can be made available on request.

Terms & Conditions

All tickets sold are subject to the visiting club's terms and conditions and Middlesbrough Football Club's Ground Regulations. These can be viewed on www.mfc.co.uk.

Ground Regulations

For our full ground regulations visit: <http://www.mfc.co.uk/club/riverside-stadium/ground-regulations.aspx>



THANK YOU
FOR VISITING THE
RIVERSIDE STADIUM

www.mfc.co.uk